

**ONE-STOP SYSTEM
OF
SAN LUIS OBISPO COUNTY, CALIFORNIA**

MEMORANDUM OF UNDERSTANDING (MOU)

BETWEEN

**PARTNERS OF THE AMERICA'S JOB CENTER ONE-STOP OF
CALIFORNIA FOR SAN LUIS OBISPO COUNTY, CALIFORNIA**

- **SAN LUIS OBISPO DEPARTMENT OF SOCIAL SERVICES** (WIOA Title I Adult, Dislocated Worker, and Youth and Temporary Assistance for Needy Families/CalWORKs)
- **CUESTA COLLEGE** (WIOA Title II Adult Education and Literacy and Carl Perkins Career Technical Education)
- **CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT** (WIOA Title III Wagner-Peyser, Trade Adjustment Assistance Act , Veterans and Unemployment Compensation)
- **CALIFORNIA DEPARTMENT OF REHABILITATION** (WIOA Title IV Vocational Rehabilitation)
- **PATHPOINT**(Title V Older Americans Act)
- **CENTER FOR EMPLOYMENT TRAINING** (Migrant Seasonal Farm workers and Community Services Block Grant)
- **HOUSING AUTHORITY OF SAN LUIS OBISPO COUNTY** (Housing & Urban Development, Family Self-Sufficiency Program)

AND

**WORKFORCE DEVELOPMENT BOARD (WDB)
OF SAN LUIS OBISPO COUNTY, CALIFORNIA**

AND

**SAN LUIS OBISPO COUNTY
BOARD OF SUPERVISORS (CLEO)**

MEMORANDUM OF UNDERSTANDING

This MEMORANDUM OF UNDERSTANDING (hereinafter referred to as the “MOU”) is entered into by and between the Workforce Development Board of San Luis Obispo County (hereinafter referred to as WDB), the County of San Luis Obispo Board of Supervisors as the Chief Local Elected Official (hereinafter referred to as CLEO) and the America’s Jobs Center of California (AJCC) One-Stop Partners (hereinafter referred to as “Partners”) as required under the Workforce and Innovation Act (WIOA), Section 121(a)(1).

WHEREAS, The Workforce Development Board (WDB) of San Luis Obispo County is an existing Board established for the purposes of creating a one-stop system of workforce services under WIOA; and

WHEREAS, The WDB, Partners, and CLEO are responsible for creating a one-stop system and fostering cooperative working relationships between the Partners to operate as the America’s Job Center of California (AJCC), as a “single service delivery system”,

NOW, THEREFORE, the parties mutually agree this MOU shall serve as the framework for providing services to employers, employees, job seekers and others needing workforce services in San Luis Obispo County and agree to the following terms and conditions:

1. Purpose

The WDB and Partners will develop Partnerships and provide programs and services which support the three main policy objectives established by the California Workforce Development Board’s Strategic Plan:

- Foster demand-driven skills attainment
 - Aligning program content with regional industry sector needs to develop a skilled workforce with the ability to compete in a global economy
- Enable upward mobility of all Californians
 - Provide accessible workforce and education programs for all Californians, including those with barriers to employment.
- Align, coordinate and integrate programs and services
 - Braid services to maximize limited resources while providing the right services to customers based on each individual’s unique needs.

The Partners to this MOU will further support the State Plan policies by participating in seven policy strategies to frame, align and guide program coordination at the local and regional level. The strategies include the following:

- Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.

- Career pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated.
- Regional Partnerships: building Partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that support regional economic growth
- “Earn and learn”: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation.
- Supportive services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses.
- Creating cross-system data capacity: using diagnostic labor market data to assess where to invest, and also, the use of performance data to assess the value of those investments.
- Integrated service delivery: braiding resources and coordinating services at the local level to meet customer needs.

2. Local/Regional Vision

Our vision is to meet the employment and training needs of employers and job seekers, both unemployed and under-employed, in San Luis Obispo County. We strive to look ahead to issues of workforce supply and demand, to see a system that takes a leading and influencing role within a network of systems. We envision a workforce that is adequate in numbers and equipped with a work ethic, employability skills, foundational academic skills, and specific occupational skills that fit the needs of local and regional employers and prepare our workforce with the portable skills needed to compete in a global economy. We see a diverse prospective workforce with equal access to employment and training resources and a prosperous job market where there is equal opportunity for all workers and prospective workers.

In addition, we see an environment where individuals find success and satisfaction in their careers, personal growth and increase their economic prosperity to establish self-sufficiency for their families. We envision a system that is responsive to workforce needs as they emerge with the power and influence to make change happen. Ultimately, this overall process keeps the San Luis Obispo County economy strong by encouraging established businesses to grow and prospective businesses to consider San Luis Obispo County as a venue for their enterprises.

3. Local/Regional Mission

Our mission is to implement the Workforce Innovation and Opportunity Act by leveraging and integrating community resources and services to create a streamlined and demand- driven

system, connecting employers and jobseekers, to develop a healthy workforce environment that supports the local and regional economy.

We will accomplish our mission through the following activities:

Alignment of resources to establish common job readiness, employment, and training services for the development and benefit of job seekers and employers.

Promotion of workforce system initiatives as a means to develop a local system that is responsive, as well as anticipatory, in meeting the needs of the both the unemployed and underemployed jobseekers and employer communities.

Articulation of resources and services as a coordinated system to succinctly identify the Partners and benefits that the system has to offer for job seekers and employers.

Utilizing a customer centered design model to develop and improve services.

Providing the full range of services available in the community for all customers seeking services to:

- Obtain, retain or upgrade employment through assistance with labor exchange.
- Build basic educational or occupational skills.
- Earn a postsecondary certificate or degree.
- Obtain guidance on career choices and career planning.
- Overcome barriers to employment.
- Identify and hire skilled workers.

It is understood that the development and implementation of this one-stop system will require mutual trust and teamwork among the AJCC Partner agencies, all working together to accomplish shared goals. As such, this agreement is entered into in a spirit of cooperation. The guiding principles of this cooperative one-stop system will be:

- Services will be integrated – offering as many demand-driven employment, training, education, and employer services as possible for unemployed or underemployed job seekers, employers, employees wishing to enhance their skills, and affording universal access to the system overall.
- Services will be comprehensive – offering a wide array of useful information with easy access to needed services.
- Services will be customer focused – providing the means for customers to judge the quality of services and make informed choices about those services which will meet their unique and individual needs.

- Services will be performance based – measuring the effectiveness of services based upon clear outcomes to be achieved; based upon mutually negotiated outcomes and methods of measure; and adjusted as needed to attain customer satisfaction.

4. Parties to the MOU

As defined in WIOA Section 121(b)(1), the required One-Stop AJCC Partners are:

- San Luis Obispo Department of Social Services representing WIOA Title I Adult, Dislocated Worker, and Youth and Temporary Assistance for Needy Families/CalWORKs programs
- Cuesta College representing WIOA Title II Adult Education and Literacy and Carl Perkins Career Technical Education programs
- California Employment Development Department representing WIOA Title III Wagner-Peyser, Trade Adjustment Assistance Act , Veterans and Unemployment Compensation programs
- California Department of Rehabilitation representing the WIOA Title IV Vocational Rehabilitation program
- PathPoint representing the Title V Older Americans Act program
- Center for Employment Training representing Migrant Seasonal Farm Workers and Community Services Block Grant programs
- Housing Authority of San Luis Obispo County representing the Housing & Urban Development, Family Self-Sufficiency Program

5. Scope of Services

a. One-Stop System Services

The One-Stop System in San Luis Obispo County will consist of one comprehensive America's Job Center of California and multiple access points throughout the county. An AJCC Operator shall be responsible for the operation and management of the AJCC one-stop delivery system, working in collaboration with the WDB, and in cooperation with the Partners. The AJCC Operator shall be selected through a competitive procurement process under authorization from the CLEO, with oversight from the Administrative Entity, the San Luis Obispo County Department of Social Services.

The AJCC Operator and Partners shall ensure AJCC basic career services will be accessible 24 hours a day, seven days a week through the internet, primarily through CalJOBS and other Partner website, where available. Each Partner's services will be integrated into the system to the extent feasible.

Partners will ensure that services are provided by one or more of the following methods:

- Staff on-site at the AJCC
- Mutually developed referral process (including identification of point of contact and use of common referral form)
- Cross-training of Partner staff to deliver information regarding services to customers
- Utilizing technology to provide real-time access

b. Basic Career Services

The AJCC Partners will provide the following basic career services:

1. Determination of eligibility to receive WIOA Career and/or Training services
2. Outreach, intake and orientation to the information and other services available through the AJCC system;
3. Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities, skill gaps and supportive service needs;
4. Labor exchange services including Job search and placement assistance, and where needed by an individual, career counseling; including -
 - Provision of information on in-demand industry sectors and occupations
 - Provision of information on nontraditional employment
5. Referral and coordination of activities with other programs and services including AJCC system Partners and additional workforce development programs;
6. Workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including –
 - Job vacancy listings in labor market areas;
 - Information on job skills necessary to obtain the vacant jobs listed; and
 - Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
7. Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
8. Provision of information about how the local area is performing on performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system;
9. Information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under the Supplemental Nutrition Assistance program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services through the U.S. Department of Housing and Urban Development; and assistance under a State program for Temporary Assistance for Needy Families (TANF), and other supportive services and

- transportation provided through that program;
10. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
 11. Provision of information and assistance regarding filing claims under UI programs including meaningful assistance to individuals seeking assistance in filing a claim
 - Meaningful assistance means providing assistance:
 - i. On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim, or
 - ii. By phone or via other technology, as long as the assistance is provided by trained and available staff within a reasonable time.

c. Individualized Career Services

Upon determination that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available in all comprehensive AJCC's. Recent previous assessments conducted by Partner programs may be utilized to determine if individualized career services would be appropriate. These services include:

1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include
 - i. Diagnostic testing and use of other assessment tools; and
 - ii. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
2. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;
3. Group and/or individual counseling and mentoring;
4. Career planning (e.g. case management);
5. Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, *in* some instances pre-apprenticeship programs may be considered as short-term prevocational services
6. Internships and work experiences that are linked to careers;
7. Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;
8. Financial literacy services;

9. Out-of-area job search assistance and relocation assistance; and
10. English language acquisition and integrated education and training programs.
11. Follow-up services made available, including counseling regarding the workplace, for participants in WIOA activities who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

d. Training Services

Training services may include:

1. Occupational skills training, including training for non-traditional employment and occupational skills training that integrates English-language and math instruction needed to succeed on the job.
2. On-the-Job Training (OJT)
3. Programs that combine workplace training with related instruction, which may include cooperative education programs.
4. Training programs operated by the private sector.
5. Skill upgrading and retraining.
6. Entrepreneurial training.
7. Apprenticeship and Pre-apprenticeship Skills Training.

6. Responsibility of AJCC Partners

- a. The AJCC Partner agrees to participate in joint planning, plan development, and modification of activities to accomplish the following:
 1. Continuous Partnership building between all Partners.
 2. Continuous planning in response to state and federal requirements.
 3. Responsiveness to local and regional economic conditions, including employer needs.
 4. Adherence to common data collection and reporting needs, including modification and changes as required.
- b. Make the appropriate service(s), applicable to the Partner program, available to customers through the one-stop delivery system.
- c. Participate in the operation and development of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
- d. Participate in cross-training to ensure staff develops the knowledge, capacity and ability to advocate for their customer needs.

7. Funding of Services and Operating Costs

All relevant parties to this MOU agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating cost, and

infrastructure costs of the system will be funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

AJCC partners will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in a separate Cost Sharing Agreement that will be attached to this MOU as Phase II by December, 2017.

8. Methods for Referring Customers

The Partners agree to utilize a common referral process and forms and to modify such processes and forms as necessary to meet the needs of all Partners to the MOU. The common referral form is attached hereto, and incorporated herein, as Attachment A.

- a. Each Partner agrees to provide training and technical assistance to the staff of each participating Partner to include eligibility and scope of allowable services for their programs. Partner services are identified in the WIOA Services Master List (Attachment B).
- b. Each Partner agrees to refer applicants to other AJCC Partners when such individual may be eligible for and able to benefit from the Partner's services.
- c. Each Partner to this MOU is committed to a referral process that incorporates the vision of a customer-centered system and will create processes and policies to support this vision. Upon further development, the referral processes will be incorporated as an attachment and will do the following:
 1. Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service.
 2. Ensure that general information regarding AJCC programs, services, activities and resources shall be made available to all customers as appropriate.
 3. Describe how customer referrals are made electronically, through traditional correspondence, verbally or through other means determined in cooperation with Partners and operators.
 4. Ensure that each AJCC Partner will provide a direct link or access to other AJCC Partner staff that can provide meaningful information or service, through the use of co-location, cross training of AJCC staff, or real-time technology (two way communication and interaction with AJCC Partners that result in services needed by the customer).

9. Access for Individuals with Barriers to Employment

Each Partner to this MOU is committed to ensuring individuals with barriers to employment are able to access the services needed to meet their employment and training needs. Within this commitment, the Partners also recognize the need to offer priority of services to

eligible veterans and their spouses, recipients of public assistance and other low-income individuals, or individuals who are basic skills deficient, when providing individualized career and training services with WIOA adult funds and as appropriate based on federal, State and local policy.

Individuals with barrier to employment shall be defined as:

Displaced Homemakers; Low income individuals; Indians, Alaska Native, and Native Hawaiians; Individuals with disabilities, including youth who are individuals with disabilities; Older individuals; Ex-offenders; Homeless individuals or homeless children and youth; Youth who are in or have aged out of the foster care system; Individuals who are English language learners, individuals who have low levels of literacy and individuals facing substantial cultural barriers; Eligible migrant and seasonal farm workers; Individuals within 2 years of exhausting lifetime eligibility for TANF; Single parents (including single pregnant women); Long-term unemployed individuals; Such other groups at the Governor involved determines to have barriers to employment

10. Non-Discrimination and Equal Opportunity

- a. Parties to this MOU shall not unlawfully discriminate, harass, or allow harassment against any employee or applicant, or applicant for employment due to gender, race, color, ancestry, religion, political affiliation, national origin, physical disability, mental disability, medical conditions, age, marital status, pregnancy, sexual orientation, veteran status, or any other status protected by law. AJCC Partner agencies and organizations shall comply with all labor laws and regulations regarding workforce management. Specifically, the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and the State Department of Social Services Manual of Policies and Procedures, Sections 23-604.38(d) and related applicable regulations.
- b. Parties to this MOU shall include nondiscrimination and compliance provisions of this section in all subcontracts or financial agreements related to or within the scope of this MOU.
- c. Parties to this MOU agree to ensure that the policies and procedures as well as the programs and services provided at the AJCC are in compliance with the Americans with Disabilities Act (ADA) and its amendments, as well as applicable regulations and guidelines pursuant to ADA which prohibits discrimination on the basis of disability. Additionally, Partners agree to fully comply with the provisions of WIOA, Title VII of the civil Rights act of 1964, the Age Decimation Act of 1975, Title IX of the Education Amendments of 1972, 29 CRF Part 37 and all other regulations implementing the aforementioned laws.

11. Shared Technology and System Security

WIOA emphasizes technology as a critical tool for making all aspects of information

exchange possible, including client tracking, common case management, reporting, and data collection.

To support the use of these tools, each AJCC Partner agrees to the following:

- a. Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- b. The principles of common reporting and shared information through electronic mechanisms, including shared technology.
- c. Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- d. Maintain all records of the AJCC customers or Partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- e. Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- f. Understand that system security provisions shall be agreed upon by all Partners.

12. Confidentiality

- a. Parties to this MOU agree to comply with the provisions of WIOA and applicable sections of the Welfare and Institutions Code, the California Education Code, the Federal and State Rehabilitation Act, and/or any of their respective authorizing legislation, statutes and other provisions pertinent to their day-to-day operation, and assure that:
 1. All applications and individual records related to services provided under this MOU, including eligibility for services, enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly related to the delivery of such services or the administration of programs, or as may be required by law;
 2. No person will publish, disclose, use, permit or cause to be published, disclosed or used, any confidential information pertaining to One Stop applicants, participants, or customers;
 3. AJCC Partner agencies agree to share, to the extent permitted under current statutes and according to the "Release of Information" signed by job seekers, customer information necessary for provision of services under the WIA (i.e. assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment, education, training, and program support purposes).
 4. Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

13. Grievance and Complaint Procedure

The AJCC Partner agrees to establish and maintain a procedure for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and Partners. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The Partner further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

14. Effective Dates and Term of MOU

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on the date of execution by all parties. The MOU will be reviewed not less than once every three years to identify any substantial changes that have occurred. Additionally, this MOU shall be reviewed after development of Local and Regional Workforce Development Plans to ensure alignment with local priorities and strategies.

15. Modifications and Revisions

This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

16. Termination

The parties understand that implementation of the AJCC system is dependent on the good faith effort of every Partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

17. Administrative and Operations Management Sections

a. License for Use

During the term of this MOU, all Partners to this MOU shall have a license to use all of the space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

b. Supervision/Day to Day Operations

1. The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the site supervisor(s). The original employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the original employer.
2. The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the primary employer. All staff will comply with the holiday schedule of their primary employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.
3. Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.
4. Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), and all legally-required employee benefits. In addition, each party shall be solely responsive and save all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

c. Dispute Resolution

1. The parties agree to try to resolve policy or practice disputes at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff employer and the operator, for discussion and resolution.
2. Parties to this MOU (AJCC Partner Agencies, the WDB, and CLEO) shall continue with their responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, involving those parties directly affected.

d. Press Releases and Communications

1. All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.
2. The parties agree to utilize the AJCC logo developed by the State of California and

the Local Board on buildings identified for AJCC usage. This also includes letterhead, envelopes, business cards, any written correspondence and fax transmittals.

e. Hold Harmless/Indemnification/Liability

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorneys fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorneys fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

Partner Agency Referral Form

Customer Information:

Name: _____

Address: _____

Phone Number: _____ Alternative Number: _____

Date of Birth: _____ Email: _____

Identifies as: ☐ Male ☐ Female

Primary Language: _____

Services Requested:

Referred To:

Agency Name: _____ Contact Date: _____

Address: _____

Contact Person: _____ Contact Number: _____

Email: _____ Fax: _____

Appointment Date: _____ Appointment Time: _____

Referring Agency:

Agency Name: _____ Referral Date: _____

Contact Person: _____ Contact Number: _____

Email: _____ Fax: _____

Follow up / Result of Referral: *(Please route back to referring agency)*

☐ Customer attended the scheduled appointment.

☐ Customer did not attend the scheduled appointment.

☐ Customer Rescheduled for: Date: _____ Time: _____

Additional Comments:

This WIOA Title I – financially assisted program or activity is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.

WIOA MOU Services Master List															
SERVICES		DOR		CET		EDD		HASLO		DSS		CUESTA		PathPoint	
		Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)
B A S I C	Basic Career Service (most available universally, but some may require eligibility depending on depth of service)														
	Eligibility for WIOA Services														
	Outreach/Intake Orientation to AJCC system			X	Yes	X	No	X	Yes	Yes	No	X	No		
	Initial Assessment of skill levels	X	Yes	X	Yes	X	No			Yes	Yes	X	No	x	Yes
	Labor Exchange including job search and placement assistance, career counseling	X	Yes	X	Yes	X	No			Yes	yes	X	No	x	Yes
	Provision of information on in-demand industry sectors and occupations and non-traditional employment	X	Yes	X	Yes					Yes	Yes	X	No	x	Yes
	Workforce and labor market employment statistics including job vacancies and job info (skills, wages, openings advancement)	X	Yes	X	Yes					Yes	Yes	X	No	x	Yes
	Eligible providers of training services with performance and program cost info	X	Yes	X	Yes					No	no	X	No	x	Yes
	Local Area performance information	X	Yes	X	Yes	X	No			No	no	X	No	x	Yes
	Information related to availability of supportive services or assistance and appropriate referral to services	X	Yes	X	Yes	X	No	X	Yes	Yes	Yes/No	X	No	x	Yes
	Establishing eligibility for programs of financial aid assistance for training and education programs NOT provided under WIOA (i.e. FAFSA)	X	Yes	X	Yes					Yes	Yes	X	No	x	Yes
	Information and Assistance regarding filing UI, including meaningful assistance to do so - trained on-site staff or via phone/technology provided within reasonable time					X	No			No	no				

SERVICES		DOR		CET		EDD		HASLO		DSS		CUESTA		PathPoint	
		Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)	Services Offered (Check if Yes)	Eligibility required? (Yes or No)
Individual Services	Career Individual Services (upon staff determination of appropriateness for WIOA)														
	Comprehensive/Specialized assessment of skill level and service needs	X	Yes			X	No			Yes	Yes			x	Yes
	Development of individual employment plan	X	Yes	X	Yes	X	No	X	Yes	Yes	Yes	X	No	x	Yes
	Group and/or individual counseling/mentoring	X	Yes			X	No			Yes	Yes	X	No	x	Yes
	Career planning (e.g. case management)	X	Yes	X	Yes	X	No	X	Yes	Yes	Yes	X	No	x	Yes
	Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, etc. To prepare individuals for unsubsidized employment or training.	X	Yes	X	Yes	X	No			Yes	Yes	X	No	x	Yes
	Internships and work experience linked to careers	X	Yes	X	Yes					Yes	Yes	X	No		
	Workforce preparation activities that help and individual acquire combination of basic academic skills, critical thinking skills, digital literacy skills and self-management skills.	X	Yes	X	Yes	X	Yes			Yes	Yes	X	No	x	Yes
	Financial literacy services			X	Yes			X	Yes	No	no	X	No		
	Out of area job search and relocation assistance	X	Yes			X	Yes			no	no			x	Yes
	English language acquisition and integrated education and training programs	X	Yes	X	Yes					Yes	Yes	X	No	x	Yes
	Follow up services made available, for 12 months after employment as appropriate		Yes	X	Yes			X	Yes	Yes	Yes			x	Yes
Training Services	Training Services If WIOA funded, ETPL or other appropriate contract methods will apply, eligibility for WIOA required														
	Occupational Skills	X	Yes							Yes	Yes	X	No		
	On the Job Training	X	Yes							Yes	Yes	X	No		
	Programs that combine workplace training with related instruction (including cooperative education programs)	X	Yes							Yes	Yes	X	No		
	Skill upgrade and retraining	X	Yes							Yes	Yes	X	No		
	Entrepreneurial Training	X	Yes							Yes	Yes	X	No		
	Apprenticeship and Pre-Apprenticeship skills training	X	Yes	X	Yes					No	No	X	No		
	Customized Training (as defined by WIOA)	X	Yes			Possible	Yes via TAA	Yes		Yes	Yes	X	No		
	Incumbent Worker Training	X	Yes							No	no	X	No		
	Pay for performance Training	X	Yes							Yes	Yes				

AUTHORIZED SIGNATURES

The parties to this MOU listed below on the dates indicated agree upon this Memorandum of Understanding for the AJCC system of San Luis Obispo County, California.


Authorized Signature

6-20-2016
Date

Shelly Tarver, Acting Deputy Division Chief
EDD, Workforce Services Branch
Name, Title, and Agency


Carl Dudley, Chairperson
Workforce Development Board of San Luis Obispo County (WDB)

6/24/16
Date

Chairperson
San Luis Obispo County Board of Supervisors (CLEO)

Date

June 2016